

REQUEST FOR PROPOSAL
Developmental Disabilities Administration (DDA)
QUALITY IMPROVEMENT ORGANIZATION SERVICES (QIO)
MDH/OPASS #19-17890/MDM0031039377

Questions and Answers #1			
RFP Page Number	Section Number	Question	Response
16	2.3.3.2	How many targeted audits were conducted in the last 3 years?	None
25	2.3.11.2	How many Ad Hoc reports were created in the last 3 years?	None
12	2.3.2.3	Will samples be stratified (for example, by region), or will a simple sample (statewide) be utilized?	Statewide
13	2.3.2.5.2	Will reviews include all services delivered to an individual during the 12-month timeframe?	No, by Service Type
14	2.3.3	Will samples be stratified (for example, by service type), or will a simple sample (all services) be utilized?	By Service Type
14	2.3.3	Will a sample contain ~380 individual claims, or ~380 individuals for whom 12 months will be reviewed? If the sample contains individual claims, is an individual claim defined as all detail rows on a claim header, or a single detail row?	Either. DDA will be interested in obtaining recommendations from the selected Contractor.
15	2.3.3.1	Will providers be selected based on having rendered services to individuals selected in the sampling process? Or will the sample be performed on the provider population?	Based on having render services to individuals selected in the sampling.
16	2.3.3.1.4	For ISS, FSS and IFC, will two (2) years of claims be reviewed per individual (in year 1)?	One year covers 2 fiscal years
16	2.3.3.2	What percent of remote audits have historically yielded targeted audits?	Unknown - This is the first time this approach (remote vs targeted) is being used.

iii	N/A	Due to the complexities of this scope and impending holiday and Maryland state fiscal year dates, will the State propose an extension to ensure all qualified vendors have ample time to submit a proposal that best fits the State's needs?	Yes
109 and 114	N/A	Where should Attachment I and J be placed in the proposal?	See RFP Section 6.6 - Attachments I and J are required upon Notice of Recommendation for Contract Award
11 and 54	2.3.1 and 5.4.5.6.2	What is the distinction between the project plan (2.3.1) and the work plan (5.4.5.6.2)?	They are one in the same.
53	5.4.2.2	Should A-1 come before the Table of Contents?	Attachment A-1 comes after the Table of Contents
22	2.3.9.1. b	Is the minimum requirement for the program manager supposed to be a master's degree and ten (10) years' experience in the field?	A Master's degree and 10 yrs. of experience
7	1.1.1	The RFP states that the "Offeror must be a Medicaid eligible Provider." Can the State please clarify what this requirement is asking in further detail?	No, the Offeror does not need to be a Medicaid provider, however, they cannot be on the exclusion list
54	5.4.5.6	The RFP states that "The Offeror shall address each Scope of Work requirement (RFP Section 2) in its Technical Proposal and describe how its proposed services, including the services of any proposed subcontractor(s), will meet or exceed the requirement(s)." Can the State please clarify whether the Offeror should respond to all parts of RFP Section 2 here, including RFP Sections 2.1 and 2.2?	This is information to enable vendors to develop a proposal
22	2.3.9.1. f	What type of communication qualifies as being "available to Region and State staff"?	Must be available for meetings, conference call, emails, etc.
24	2.3.9.9	Should the first line of the paragraph say, "a minimum (50%) of the interviewers employed by Contractor shall be people familiar with ID/DD?"	Yes

18	2.3.5	How many phone calls were made by consumers in regard to the NCI mail survey?	None
19	2.3.5.1.2.c	Does the phone line need to be staffed 24/7 or just business hours/days?	Business days and hours
42	4.12	Page 42 of the RFP states, "Acknowledgment of the receipt of all addenda to this RFP issued before the Proposal due date shall be included in the Transmittal Letter accompanying the Offeror's Technical Proposal." However, Addendum 1 instructs vendors to return the addendum acknowledgement via fax, email or hardcopy to Dana Wright. It also provides a space for a signature. Can the State please clarify whether we should sign the addenda and return it via fax, email or hard copy or if acknowledging receipt in the Transmittal Letter with proposal submission will be sufficient?	Addendum 1 acknowledgement of the receipt can be submitted with Offerors proposal response.
42	4.9	How will scoring be affected if we use a subcontractor vs. if we choose not to use a subcontractor?	If a prime contractor intends to use a subcontractor other than an MBE to perform a portion of the work specified, information concerning the competency, capability and experience of that subcontractor should be discussed in the proposal to assure the Evaluation Committee that all work performed under the contract will be reliable and of high quality, including work performed by entities other than the prime contractor acting outside the control of the State.

42	4.9	How will scoring be affected if we meet one sub-goal vs. if we meet all three sub-goals?	Compliance with socio-economic objectives such as utilization of MBEs is determined on a "pass/fail" basis and is not a part of the technical evaluation. Offerors will be disqualified if they fail to satisfy the stated MBE goals, unless a waiver is requested which the State determines to grant the waiver request.
80	Attachment D	Do we need to request a waiver if we're meeting the overarching 29% goal, but are not meeting all three sub-goals?	The vendor must request a waiver of the subgoals. The instructions are in Part 2, D-1A ("After making good faith outreach efforts prior to making this submission, I conclude that I am unable to achieve the MBE participation and/or subgoals. I hereby request a waiver, in whole or in part, of the overall goal and/or subgoals.").
	3.1.2	This is a very expensive line item. Companies have found it difficult to find sub-contractors that can comply with having \$10 million dollar Data Breach Insurance coverage. Request: Would the State consider looking at the \$10 million and reducing the amount.	Prime vendors are responsible for the insurance requirements. The State will not have a contract with the SubContractors.
24	2.3.9.9	"A minimum (50%) of the interviewers employed by Contractor shall be people with ID/DD."	Yes
22	2.3.9.2	Can we substitute 5 years of experience in place of a Master's degree for the Project Manager position?	Yes

18	2.3.5.1.1	Is the expectation that at least 1600 face-to-face interviews are completed annually, but only 400 are entered into ODESA? NCI only requires the completion of 400 interviews for entry into ODESA, though their guidance is to oversample by 50%-100% to achieve those 400 completed interviews. If 1600 is the expected completed interview number, this would mean randomly sampling 2400-3200 individuals for potential interviews annually. Again, is that the expectation?	The expectation is that a minimum of 400 face to face interviews are conducted and entered into ODESA. If more are completed, then they should also be entered.
18	2.3.5.1.1	Of the 1600 completed interviews annually, would the vendor randomly select which 400 are entered into ODESA or is there some other selection process?	We need a minimum of 400 to be able to participate in the survey. However, we would like all completed surveys, the 400 plus to be included into the system.
24	2.3.9.9	Most recently for past NCI interviews, who was the direct employer/contractor of interviewers with ID/DD? Is the expectation that we would partner with at least a subset of the same organizations/individuals previously involved, since otherwise, it's unclear how we would find Maryland-based interviewers with ID/DD who also "possess a minimum of three (3) years of experience within the last five (5) years in public sector quality satisfaction survey of people with ID/DD?"	Face to Face interviews have not been conducted in the past 3 years.
18	2.3.5.1.1	If 400 interviews will be completed and entered into ODESA, can the cost proposal be modified to indicate 400 interviews annually?	No, the expectation is to exceed the minimum number of 400.

7	1.1.1	<p>The RFP states that “The Offeror must be a Medicaid-eligible provider and not on the Health and Human Services Office of the Inspector General’s List of Excluded Individuals and Entities (LEIE) or the General Services Administration System for Award Management (SAM) exclusions list. As we would understand provision of Medicaid services to be a conflict of interest with the QIO contractor quality improvement and audit roles, does the Department instead mean that the Offeror cannot be on the exclusion lists? If the Offeror must be a Medicaid-eligible provider with a provider number, please explain why and if the Offeror would be required to bill Medicaid for any services provided pursuant to this procurement.</p>	<p>No, the Offeror does not need to be a Medicaid provider, however, they cannot be on the exclusion list</p>
11	2.3.1.1.4	<p>It is stated that, “The Contractor will finalize the project plan and timeline, subject to approval of the Contract Monitor, within twenty (20) Business Days of the Go-Live Date.” Please confirm that the project plan will be finalized 20 business days after the Go-Live Date.</p>	<p>Yes</p>
12	2.3.2.5.1	<p>The RFP states that there are approximately 13,000 participants from the last complete fiscal year who have had a Level of Care (LOC) Review completed. Please provide a breakdown of these participants by region and, if possible, by county.</p>	<p>Yes, see attachment with breakdown numbers.</p>
13	2.3.2.5.4	<p>Within section 2.2.5.1 there is reference to performing (d) Qualified Provider Reviews to determine DDA Provider qualifications. However, within section 2.3.2.5.4 there is reference to only performing qualified provider reviews with the 17 Coordination of Community Services (CCS). Please explain why reviews would be restricted to CSS providers and not performed on the full range of providers that impact people with IDD.</p>	<p>This section focused only on the CCS agencies</p>

14	2.3.3	Table 1: Claim Activity provides claim activity by month and service. Please provide this information broken down by region and if possible county.	Data has been provided
16	2.3.3.1.4	The RFP states that the Contractor will conduct a statistically valid sample of activity for all of the DDA's existing services. Are the services captured in Table 1: Claim Activity on Page 14 inclusive of all of DDA's existing services? If not, please provide a list of all existing services.	Yes, existing services
17	2.3.3.3	It is stated that while conducting the audits, the Contractor shall utilize DDA-approved audit tools. Please provide a copy of all current DDA-approved audit tools. Are all of the tools already developed, or would the Contractor be expected to develop or collaborate with the Department to develop any tools for remaining services? If so, please provide information about the timeline for tool development and the expectation the Department has for Contractor participation in that process.	There are no existing tools at this time. We envision the vendor would develop the tools with DDA
17	2.3.3.3.1(a)1)	When does the Department expect the new case management system and database, the LTSS ID, will be operational? What would be the expected transition date for the Contractor to stop using the existing system (PCIS2) and begin using the LTSS ID?	Release 1 will go live August 1, 2018. This includes all functionality for intake & eligibility, case management services, and person centered plans.
18	2.3.5.1.1(a)	It is stated that the Contractor shall obtain information directly from 1,600 adults with intellectual and developmental disabilities who are receiving services through the Maryland DDA. It is also stated in (b) that a minimum of 400 complete and accurate face to face surveys must be entered into the ODESA database. Since 1,600 is also captured on the financial proposal form, please confirm the Department would like 1,600 surveys to be completed and entered into the ODESA database and not 400.	Yes, that is correct. We need a minimum of 400 to be able to participate in the survey. However, we would like all completed surveys, the 400 plus to be included into the system.

19	2.3.5.1.2(a)	It is stated that the Contractor will send the appropriate survey to all families or guardians of persons receiving services through the Maryland DDA. It is noted in this section and the financial proposal form that there are approximately 11,000 families or guardians. It is also stated in (b) that a minimum of 400 of each complete and accurate surveys must be entered into the ODESA database. Please confirm the Department would like all returned surveys to be entered into the ODESA database.	We want all completed surveys entered into the system
21	2.3.8	It is stated that, “The data system must be functional within 120 days of the Go-Live Date of the Contract.” Please confirm this refers to 120 business days after the Go-Live Date.	Calendar days
21	2.3.8	There is reference to linking to other state owned and/or contracted information systems. Please list all of the state owned/or contracted information systems that we would be expected to interface our data system with. Since an interface involves work and allocated resources from both systems—the new contractor’s system and the existing system(s)--who will be responsible for the cost of the work to be completed in the other systems (state owned and/or contracted) to meet contract requirement and create the needed interfaces?	At this time, DDA is not envisioning an interface with other systems.
21	2.3.8	Since the data system must be functional within 120 days of the Go-Live Date of the Contract, does this include any/all links to other state owned and/or contracted systems? If so, please confirm the Department will ensure the state or other technology vendors perform the work required to interface with their system within the required 120 days?	No, please see above response

24	2.3.9.9	<p>It is stated that, “A minimum (50%) of the interviewers employed by Contractor shall be people with ID/DD.” Please confirm that this staffing standard applies only to the NCI interviews. If not, please confirm whether it is the expectation that all interviews (including those performed as part of the utilization reviews) be staffed accordingly?</p>	Only NCI interviews
24	2.3.9.9	<p>Would the Department consider allowing a degree of flexibility on the qualifications for interviewers? We suggest that should be the case for both those interviewers with and without disabilities, but especially for those with disabilities? For instance, would the Department consider allowing equivalent or relevant experience (e.g., training, advocacy, outreach and education, and the like) to be acceptable in lieu of the more restrictive qualifications for all interview staff, so long as the Department can approve qualifications prior to hiring?</p>	Yes, we would allow flexibility
33	3.4 Invoicing	<p>Please explain how the services provided will be invoiced. Will payment be made upon completion of each item/task or would the Department consider invoicing 1/12 of the total annual amount of the contract monthly? May the method of invoicing be determined in negotiations?</p>	Please follow 3.4.2 process
40	4.3	<p>Will the Department answer questions on a rolling basis or will it provide answers at one time and if so, when? Will the Department please allow for a gap of a minimum of 10 working days between the provision of answers to questions and the due date of the proposal to enable bidders to incorporate the answers in both its technical and cost proposals? As it can take at least 3 days to produce and ship a proposal, this time gap is critical to a responsive and accurate proposal.</p>	<p>Questions will be answered on a rolling basis and made available on eMaryland Marketplace and MDH website as soon as possible. Additional time for bidders to respond will be taken into consideration. Any revision to the RFP will be provided as Addenda.</p>

55	5.4.2.7	It is stated that the Offeror shall include individual resumes for the Key Personnel, including Key Personnel for any proposed subcontractor(s), who will be assigned to the project if the Offeror is awarded the Contract. Since this is a new contract, please confirm the Department will allow submission of job descriptions and sample resumes, when necessary, that include the desired qualifications in lieu of resumes of actual candidates?	No, the Offeror must provide resumes for all key personnel proposed for this project. Sample resume' is not acceptable.
67	Attachment B-2 Financial Proposal Form	Would the Department consider adding two additional budget categories to the Financial Proposal Form? 1) One called Start Up to enable Offerors to capture one-time start-up costs to be invoiced monthly over a period of the first 4-6 months after Go Live to include, but not be limited to, ramp up and training of leadership and field personnel prior to the commencement of any review activity, purchase of furniture and equipment, software development or modification, and the like? 2) A second called Program Development and Management to be invoiced monthly ongoing to allow the vendor to capture charges not directly related to the specific line items provided for in the current financial form. These would include, but not be limited to, management of the overall quality and auditing program, space costs, IT costs, the Network Accreditation process, stakeholder management, ongoing modification and development of tools, policies and procedures, technical assistance to regions and providers, and other such critical activity not specifically tied to one or more of the current Items/Description.	Please note that the State does not pay for Start Up funds and we do not pay for indirect cost.

67	Attachment B-2 Financial Proposal Form	Section A of the financial proposal form includes four items that are presented as one-time fees. Please confirm that the selected Contractor will be able to invoice for payment of the project plan, the procedure manual and the draft Procedure of Reviews, at the time of Go Live or upon submission of invoices to the Department. When will the Evaluation reports be paid?	Yes, one time deliverables will be paid upon acceptance by the Contract Monitor.
67	Attachment B-2 Financial Proposal Form	Section B 2.3.6 and 2.3.7 include a fixed price proposed for each activity. Please provide information about when the selected Contractor will be able to invoice for payment of these fees.	Section B 2.3.6 - Contractor can invoice upon completion and acceptance by Contract Monitor. Section 2.3.7 - Contractor can invoice after DDA receives CMS approval for enhanced match.
67	Attachment B-2 Financial Proposal Form	Portions of the Excel pricing sheets are locked. We cannot enter information such as date, company name, address, FEIN, eMM#, telephone, and fax numbers on any of pages. Please provide forms that enable bidders to enter this information. Alternately, would it be acceptable for the Offeror to save the completed form as a PDF and to submit this PDF version as our electronic copy in order to enter this standard company information (name, address, etc.)?	Yes, a revised financial page will be made available.
125	Attachment M, 3.1	Attachment M states that “The term of this Contract begins on the date the Contract is signed by the Department following any required approvals of the Contract, including approval by the Board of Public Works, if such approval is required. The Contractor shall provide services under this Contract as of the Go-Live Date contained in the written Notice to Proceed. From this Go-Live Date, the Contract shall be for a period of approximately three (3) years beginning 01/01/2019 and ending on 06/30/2022.” Is it anticipated that the Go-Live Date will be around 01/01/2019?	Yes

125	Attachment M, 3.1	Please confirm that the Go-Live Date is the contract commencement date (the first day of the contract when billable activity can begin) after all approvals have been obtained and that the date will be delineated in a Notice to Proceed.	Yes
125	Attachment M, 3.1	The Contract shall be for a period of approximately three (3) years beginning 01/01/2019 and ending on 06/30/2022. Based on this date range and the requirement to have some tasks (e.g., Procedure Manual) completed within 120 business days of the Go-Live Date and in advance of beginning work tasks, does the Department anticipate a 6-month ramp-up period (i.e., period between contract execution and start of work tasks such as interviews and service record reviews)? How will the contractor be paid during that period?	This is calendar days not business days. Yes, we will pay based on the tasks and there will be no advance payment
12	2.3.2.5.1	Please confirm that because Level of Care (LOC) Reviews are performed by a contractor to determine whether the LOC was applied appropriately and, according to the approved description, to determine participant level of care, a contracting entity currently performing LOC assessments for DDA would have a conflict of interest and could not function as an independent quality improvement organization. Please confirm that such an entity would be disqualified from a contract award that results from this procurement.	DDA does the Level of Care Reviews
13	2.3.2.5.4	Since Qualified Provider Reviews will be performed with Providers of Coordination of Community Services (CCS), please confirm that a Provider who delivers CSS would be in conflict and disqualified from a contract award that results from this procurement.	We have conflict free case management

14	2.3.3	Since Utilization Reviews will be performed on Medicaid and State-Only activities, please confirm that a Provider or any entity with a Medicaid provider number that delivers Medicaid and/or State-Only services for DDA could not be an independent quality improvement organization and would therefore be in a conflict of interest and disqualified from a contract award that results from this procurement.	DDA approved providers are not independent QIO's
52	5.2.2	The RFP states that the electronic copies of Technical proposals must be submitted in a Microsoft Word format on a DVD or USB Flash/Thumb Drive. Is it acceptable to submit the electronic versions in an Adobe PDF (rather than Microsoft Word) format? If not, would it be acceptable to submit the body of the proposal as a Microsoft Word file with appendices and attachments (i.e. Audited Financial Statements) submitted as additional PDF files?	Please follow the instructions in the RFP for proposal submission. The State will not allow deviation from the instructions.
67	Financial Proposal Form – B-2	The financial proposal form for Option Year 1 and Option Year 2 does not include an estimate or a place for capturing the cost of performing critical incident reviews. Please confirm that critical incident reviews are not included as part of the scope for these years. Otherwise, please provide an updated file that includes both the category and estimate to be completed in these years.	See Attachment QIO RFP Claim Activity
24	2.3.9.9	In the third and fourth sentences it speaks to qualifications and experience for the interview personnel. Would the DDA consider lessening the number of years of experience or accepting an equivalent for experience?	Yes, as long as they have a DD background experience

	Financial Proposal Form: 2.3.6/2.3.7	Financial Form (Not included in the RFP)	Will include a revised Financial Proposal Form
		On the financial form, under Section 2.3.6-CQL Accreditation and 2.3.7-Enhanced Funding for QIO Services, it discusses not exceeding dollar amounts. It shows the multiplier is NTE \$125,000 for each Section of 2.3.6 and NTE \$100,000 for Section 2.3.7. There are no final amounts stipulated on the form.	Correct. The Offeror needs to enter their proposed amount.
		Question: Can you share how the dollar amounts were determined? Help us understand the expectations. Usually the state has an amount that is not to be exceeded. What are those numbers?	These amounts were an estimate.
	2.3.2.5.4	As indicated in Section 2.3.2.5.4, please confirm that the selected vendor will complete a minimum of six (6) Qualified Provider Reviews with six (6) different CCS Providers in each Contract or option year.	Yes
		Please also confirm that, as captured in the Pre-Bid Conference Minutes, the selected Contractor will complete Qualified Provider Reviews on all DDA providers, not just those providing Coordination of Community Services (e.g., CLS, DAY, EDC, FSS, IFC, ISS, PS, RC, RES, SDFM, and SE). Please also confirm that these reviews would be in addition to the required annual reviews (i.e., 6) of CCS Providers.	The RFP requires Qualified Provider Reviews on ONLY CCS agencies.
		Furthermore, please confirm that for purposes of staffing and resource calculations the offeror may propose a specific number of reviews required for an adequate sample of those other programs and then, after specifying the quantity of each, may use those quantities to propose the specific staff and resources required and budget accordingly.	The RFP indicates the minimum number of reviews to be performed quarterly and yearly.

18	2.3.5.1.1	Please confirm that it is the DDA's expectation that the selected Contractor shall complete 1,600 Adult Consumer Surveys in the first year of the Contract. What factors might cause this number to be higher or lower?	Yes, that's correct. Factors to be higher or lower are unknown as we have met criteria in the last three years
N/A	"Financial Proposal Form	The Financial Proposal Form QIO Summary Sheet indicates that the quantities listed on the financial proposal sheet are estimated and not guaranteed. The sheet also states that quantities could be higher or lower and that they are for providing a baseline for fee for services. Further, the State does not guarantee a minimum or maximum number of quantities as expressed in the RFP. However, it is essential for bidders to have a reasonable understanding of the volume of work to be completed pursuant to this RFP in order to align staffing and other resources in order to propose a budget adequate to support the required work.	The RFP indicates the number of reviews to be done quarterly and annually.
		The Level of Care, Service Record, Critical Incident, and Utilization Reviews all reference conducting a statistically valid sample of each of these reviews. The quantities provided in the Financial Proposal form appear to be closely related to a statistically valid sample of each. Please confirm that the quantities included in the Financial Proposal Form represent an approximation of a statistically valid sample for these reviews and may be relied upon for the purposes of determining staffing and related resources needed.	Yes

N/A	"Financial Proposal Form	<p>The Financial Proposal Form requests a total price for "Year One." The "Period of Performance," begins Jan 1, 2019 and extends to June 30, 2022 (approximately 42 months (page 125, 3.1)), and the RFP requires development of a procedure manual over the first six months--"within 120 business days of go live date" (page 11, 2.3.1.2.3.). The RFP furthermore states that the "contractor may not begin work tasks until the manual is approved and a written Notice to Proceed is provided by the contract monitor."</p>	<p>The "Period of Performance begins January 1, 2019 and extends to December 31, 2022. The financial proposal for Year One would extend from approximately January 1, 2019 to December 31, 2019, comprising a 12-month period total.</p>
		<p>Please confirm that the financial proposal for Year One would extend from approximately January 1, 2019 to June 30, 2020, comprising an 18- month period total. Year One should include the first six-month period required to develop the procedure manual (120 business days) and the remaining 12 months. When the vendor receives a "Notice to Proceed" (following acceptance of the procedure manual) they may then begin the "work tasks," at which point the selected vendor would begin completion of Level of Care, Service Record, Critical Incident, Qualified Provider, and Utilization Reviews and National Core Indicator Surveys at the volume(s) captured within Year One of the Financial Proposal Form. Please also confirm that the required quantities of tasks set forth for Year One in the Financial Proposal form would apply to that 12-month period following the Notice to Proceed.</p>	<p>Year One is January 1, 2019 to December 31, 2019.</p>

N/A	MBE Attachment D-1A	On both the original and the revised MBE Attachment D-1A Form, Offerors who indicate that they acknowledge and intend to meet in full the overall MBE participation and sub-goals are instructed to complete Item 4: “I acknowledge that by checking the above box and agreeing to meet the stated goal and sub goal(s), if any, I must complete the MBE Participation Schedule (Item 4 below) in order to be considered for award.”	See comment below
		Attachment D-1A appears to include only Items 1-3. Please confirm that the statement above refers to Item 3. MBE Participation Schedule.	The MBE Attachment D-1A has been updated to include Item 4 MBE Participation Schedule. Please use Revision #2 Attachment D- MBE Forms for the proposal submission.
	Section 2.3.8	Will the State provide historical data prior to go-live so that data trends can be displayed on the Data System? If so, can you please provide us the specifications for the data elements and the file layout?	Yes
	Section 2.3.8.2. (b)	Can you please provide a list of other State owned and/or contracted information systems and their capability for linking (e.g. do you need a HTTP link from a web page or do the systems need to be linked via a data interface)	No, there will be no data system interface
	Section 2.3.8.2. (e)	How many DDA users would need access to the system?	The contract monitor and his/her designee
	Section 3.1	Can you please confirm that the insurance requirements listed are for the Prime Contractor only and that the sub-contractors need to have comparable insurance that is in line with the value of work that is sub-contracted. If the exact amounts listed in 3.1 are required for sub-contractors as well, it would defeat the purpose of MBE goals because small-business don't carry insurance that is the same as a bigger Prime Contractor.	Insurance requirements are for the Prime Contractor only.
	Section 2.3.8.3	In 2.3.8.3-Provider Quality System, Is it a separate system that is being created? Or Is it the same data system being referred to in this RFP?	For this particular section, it is the same data system.

	2.3.9.9	If the Offeror provides MD Case Management services, would this procurement be considered a conflict of interest?	Yes
	2.3.9.9	“Interview Personnel,” (Section 2.3.9.9) states that a minimum of 50% of the interviewers employed by Contractor shall be people with ID/DD. Is it required that the interviewers reside in MD?	No
	2.3.9.9	Can the Department of Health assist Offerors with finding Interviewers with the requirements outlined in the RFP? Are resumes required to be submitted for the Interviewers?	Yes, to both questions
	2.3.9.9	With respect to the first sentence, do the interviewers have to reside in Maryland?	No
	2.3.9.9	Can the DDA assist with finding interviewers outlined in this RFP? Are resumes required to be submitted from the interviewers?	Yes, to both questions
	1.1.1	QIO's cannot be Medicaid Providers. Conflict of Interest	That is correct.
	2.2.5.5	It is the understanding that CMS grants the approval to the Developmental Disabilities Administration (DDA) and not to the QIO provider.	The Developmental Disabilities Administration (DDA) would want the awarded Contractor to work with this administration to submit the appropriate paperwork to the Maryland Centers for Medicaid Services.
	2.2.5.5	Will the contract award letter be sufficient to show that the agency is a QIO designated agency?	Yes, the award letter would be sufficient.
	2.3.9.9	In the second sentence, it mentions training requirements, do you have an idea of the actual number of hours an Interviewer should have when conducting interviews with individuals with ID/DD?	The Department does not have the number of hours an interviewer should be train. We do expect for the Interviewer to be trained by NCI.
	1.1.1	Need clarity on how the word “provider” is being used in this Request for Proposal (RFP) it seems to give the connotation that a provider needs associated with a hospital or be a certain type of Contractor. Need clarity on what type of provider this RFP is addressing.	The offeror is not required to be a Medicaid-eligible provider, but neither should the offeror be on the Medicaid exclusion list.

	2.3.9.9	Point of Clarity: In the first sentence, did you say that the qualifier would be people with ID/DD and not people familiar with ID/DD?	People with ID/DD
	2.3.10.3	Clarification on 2.3.10.3: Need clarity on what type of expense this would be.	Contractor must pay for their staff travel, lodging and food to attend the required QIO training
	2.3.10.3	Question: Would this be an overhead expense or an expense to be included in the proposed budget?	overhead expense
		Comment: In a service contract, if you have an activity that requires you to work the contract from the beginning of the contract, but you are not finishing the deliverable until sometime in the future where you are not starting until the “Go Live” date. You will have to do all of your start up before going into the field. So, you get paid to do all of your survey work. The contract may say day 1 but you start getting paid from the first month. You are submitting your bill in equal installments. That allows the Contractor to pay for the security of the infrastructure. Ultimate goal of billing the entire budgeted amount upfront is to ensure that there is cash flow.	There will be no upfront payments to the awarded vendor. Contractor may invoice and will be paid only after the following month after the Go-Live date.
	2.3.9.9	In the first sentence, should the word “familiar” be added after people?	No, interviewers employed by Contractor shall be people with ID/DD.
14	2.3.3	Will the contractor be provided with a download of or have ongoing access to all paid claims from the previous 12 month period?	The Contractor will be provided with a download
14	2.3.3	How current are the claims data that will be available?	The last 12 months
15	2.3.3.1.1	If several claims (or individuals per above question) are reviewed for a provider, can all the findings be included in one preliminary report, including the calculation of the percent provided?	Yes
18	2.3.3.4	Does the formal letter of findings get distributed after the provider has had 10 days to provide input post the exit conference?	Yes

18	2.3.5.1.1	There is a reference to gathering information from 1600 people but requiring information for 400 people be entered into ODESA annually. How does the 1600 relate to the 400? Please confirm that 400 NCI interviews are required annually.	The Department/DDA has been gather information from 1,600 people to ensure we get at least 400
21	2.3.8	“The data system must be functional within 120 days of the Go-Live date of the Contract.” Is this 120 Business Days?	Yes
26	2.3.11.3.2	This section speaks to the need to compile a report for each individual involved in the Basic Waiver Assurances Review portion of the Contract. It mentions completing reports within "15 business days of the date of the interview." However, there is no mention of an interview in the Basic Waiver Assurance Review (Section 2.3.2), so with which Contract activity and sample are the Person Centered Review interviews affiliated?	In the Basic Waiver Assurance
24	2.3.9.9	Does the 50% requirement to employ individuals with ID/DD in the role of interviewers relate solely to NCI interview activities or are there other interviews associated with this contract that are also linked to this requirement?	Yes, only for the NCI interviews
11	2.3.1.2	Is the "Go Live" date the effective date of the contract? If not, please define the Go Live date.	A written notice from the Procurement Officer that, subject to the conditions of the Contract, work under the Contract is to begin as of a specified date. The start date listed in the NTP is the Go-Live Date and is the official start date of the Contract for the actual delivery of services as described in this solicitation.
13	2.3.2.5.2	How will the contractor access the Person Centered Plans? Are they available electronically?	The PCP can be available via downloads
13	2.3.2.5.4	Can DDA provide a link to or a copy of the Provider Agreement.	Yes

14	2.3.3	In the last sentence of the paragraph relating to Utilization Reviews, it mentions "the Contractor will pull the individual's Person-Centered Plan (PCP) or (PCP) and any additional data....." What does the second reference to the PCP mean?	Scope, Duration or frequency of authorized services in addition to the PCP. For example, the person's approved Service Funding Plan
16	2.3.3.2.1	Based upon the State's history with or knowledge of claims submitted by providers, for approximately what percent of these claims are issues identified that would result in a targeted audit?	Unknown.
15 and 16	2.3.3.1.1 and 2.3.3.1.4	For Remote Audits on page 15 a reference is made to "a Remote Audit of the provider" and on page 16 a reference is made to "remote audits on selected individuals." Are these referring to the same sample that is referenced in the first paragraph in 2.3.3 on page 14, or are these different samples?	Yes
11	2.3	In the first paragraph, reference is made to improving quality and satisfaction. Is the state currently using any tools to measure quality of or satisfaction with services? If so, can they be shared?	Yes, see attachment
20	2.3.6	What role will DDA play in the CQL Accreditation of the State's System portion of this contract relative to a) Assessing the system, b) Development of a plan, and c) Creating capacity, etc. as outlined in the RFP?	The DDA will be an integral role in working with the contractor for the "Network Accreditation"
RFP Key Information Summary Sheet & Attachment M Contract Section 3.1	iv and 125	"RFP Key Information Summary Sheet Contract Duration states, ""Three (3) based years with two (2), one (1) year options. Attachment M Contract, Section 3,1 states, ""From this Go-Live date, the Contract shall be for a period of approximately (3) years beginning 01/01/2019 and ending on 6/30/2022.""	RFP Key Information Summary Sheet & Attachment M Contract Section 3.1

4.26		We see that the MBE goal is 29% but the subgoals of Woman 12%, African American 7% and Asian 4% adds up to 23% which is less than the stated goal. Is the real goal to meet 23% or you expect the prime to give a larger percentage to MBEs to meet the 29% goals even though the minimum adds up to less than 29%	The apparent awardee must agree to meet the 29% goal or request a waiver. The apparent awardee also must meet the subgoals of 12% for Women, 7% for African American and 4% for Asian-owned businesses. The apparent awardee may award the remaining 6% to any category of MBE.
4.26	46	We are female and African American Owned organization, I just wanted to confirm based on the response given at the pre-bid meeting that we can count as both female and African American in the sub-goals category, which would allow us to count as 19% towards the goals.	An MBE may only choose one category to be counted towards the subgoals. A Women- and African American-owned business may count towards the African American sub goal or the Women sub goal.

*** Additional outstanding questions and answers will follow**

**** Revised Financial Form will follow**